



NEWS RELEASE

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Media Contact: Kip Chase, 317/ 232-3396
Robert Shula, 317/ 234-0263

Indiana Department of Workforce Development Announces Customer Service Plan

INDIANAPOLIS, Ind. – Today the Indiana Department of Workforce Development (IDWD) announced a new and innovative plan to provide premier customer service to Hoosiers. In addition to growing Hoosier jobs and personal income, IDWD Commissioner Ron Stiver has outlined delivering premier customer service as a top priority for Indiana's workforce development system.

A customer service committee, established by Commissioner Stiver, has interviewed over 400 internal and external clients to assess needs and determine the best courses of action for meeting and exceeding customer needs. Results from the assessment process were recently outlined to staff at the Indiana Department of Workforce Development town hall meeting on June 22. New policies resulting from this feedback include:

- Introduction of the customer guarantee that pledges all emails and phone calls will be answered within 48 hours during the normal course of business.
- Implementation of alternative business hours to ensure Hoosiers who need IDWD assistance and services and work during core business hours have a service alternative.
- Introduction of a revamped website with improved functionality, which is currently being finalized.
- Implementation of a new dress code policy for all IDWD and WorkOne employees to ensure employees are easily identifiable and dressed in a professional manner.
- Introduction of a performance management system and secret shopper program to foster greater accountability in serving customers.

Commissioner Stiver believes these changes will have an immediate impact on customer service. "The ultimate goal of these changes is to improve our system's focus on our clients, whether they are a business, displaced worker, or workers looking to increase their skills and income levels. This agency is committed to providing the citizens of Indiana with services that are timely and accurate, helpful and informative, and open to individual needs."

The Indiana Department of Workforce Development is charged with continually improving the Hoosier workforce by assisting companies to create new jobs and improve employee skills. The agency offers a variety of training and educational grants, partners with Indiana's 27 WorkOne Centers, administers the unemployment insurance system, provides labor market information, assists employers with preparing workers for layoffs and closures, and operates the statewide job placement service.

For more information on IDWD and its programs, call 888-465-4616 or visit the web site at www.workforce.IN.gov.